



**GIVING BACK TO MAKE A DIFFERENCE**

**UPMC** LIFE  
CHANGING  
MEDICINE

COMMUNITY BENEFITS REPORT 2014

## OUR MISSION

UPMC's mission is to serve our community by providing outstanding patient care and to shape tomorrow's health system through clinical and technological innovation, research, and education.

## OUR VISION

UPMC will lead the transformation of health care. The UPMC model will be nationally recognized for redefining health care by:

- Putting our patients, health plan members, employees, and community at the center of everything we do and creating a model that ensures that every patient gets the right care, in the right way, at the right time, every time.
- Harnessing our integrated capabilities to deliver both superb state-of-the-art care to our patients and high value to our stakeholders.
- Employing our partnership with the University of Pittsburgh to advance the understanding of disease, its prevention, treatment, and cure.
- Serving the underserved and disadvantaged, and advancing excellence and innovation throughout health care.
- Fueling the development of new businesses globally that are consistent with our mission as an ongoing catalyst and driver of economic development for the benefit of the residents of the region.

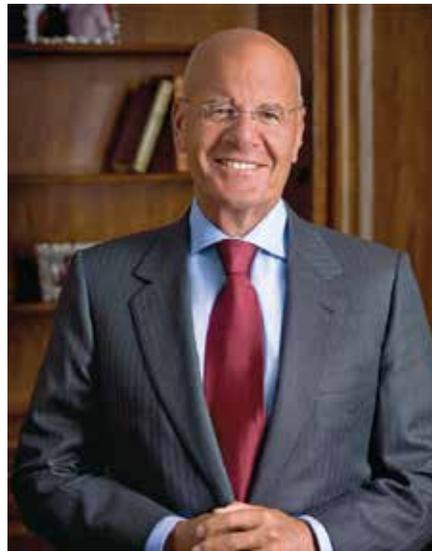
**IT BEGINS WITH A COMMUNITY COMMITMENT ...**

## **MAKING A REAL DIFFERENCE FOR THE PEOPLE OF WESTERN PENNSYLVANIA**

Improving the health of individuals — and the communities they live in — is at the heart of everything UPMC does. Whether it's delivering top-quality care in small towns, big cities, or many places in between, UPMC is proud to be a part of the local fabric, and pleased to share its knowledge and resources to enhance lives, create jobs, and help encourage the development of a vibrant future.



**G. NICHOLAS BECKWITH III**  
*Chairperson • UPMC Board of Directors*



**JEFFREY A. ROMOFF**  
*President and CEO • UPMC*

### **BIG THINKING THAT CHANGES LIVES**

UPMC has always aimed high. Over the last 30 years, it has evolved into a world-class health care system that thinks big and consistently reinvests in its core mission of delivering unmatched clinical excellence, the highest-quality care, and exceptional services, close to home. That big thinking has successfully positioned UPMC as a national model for health care innovation that many now try to emulate.

UPMC's big thinking also extends to the communities it serves. Recognizing that the organization's success is directly linked to the health of western Pennsylvania's residents and their quality of life, UPMC continues to build on programs that make excellent care available to more people. It also works to enhance disease-prevention efforts, support medical research, and lend a hand to those most in need. This past year, the organization dedicated nearly \$900 million to support community programs and services — more than any other health system in the region.

### **CONNECTIONS THAT RUN DEEP**

Every day, the contributions of UPMC's more than 60,000 dedicated employees work to improve the health and strength of the community. On the following pages, you'll learn about some of the impressive ways the organization goes far beyond the expected to reach out to, care for, and provide encouragement to families, friends, and neighbors. You'll discover how UPMC's long-standing investments in medical education, research, and state-of-the-art facilities are shaping a promising future for the region. And you'll see how UPMC's contributions to community organizations and cultural groups are helping to strengthen western Pennsylvania's reputation for being an outstanding place to build a life.

On behalf of the UPMC Board of Directors, we are extremely proud of the UPMC organization, and the future that together, we are building for western Pennsylvania.

## BIG GIVING

# \$888 MILLION =

UPMC's community commitment is illustrated by the people it helps, the jobs it creates, and the lives it touches throughout western Pennsylvania.

## \$197 Million

### POPULATION HEALTH

- Providing 3,000 community programs and donations
- Benefiting 4 million people in the region — from clinics and immunizations to support groups and care coordination

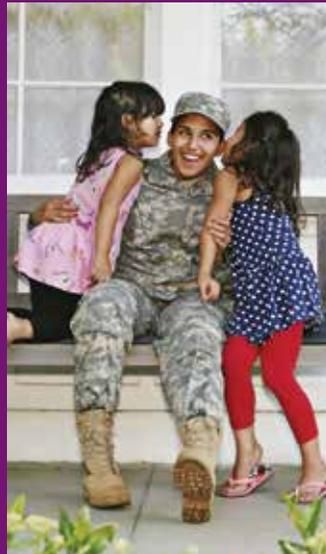
SENIORS



WOMEN



VETERANS



CHILDREN & FAMILIES



NEIGHBORHOOD WELLNESS



# \$346 Million

## MAKING CARE ACCESSIBLE

- Delivering \$130 million in free or discounted care — a nearly 30 percent increase in the amount of charity care over the previous year
- Covering \$216 million in unreimbursed amounts from programs for the poor — bridging gaps in governmental programs

# \$345 Million

## MEDICAL RESEARCH AND EDUCATION

- Pioneering cutting-edge treatments and educating the next generation of health care professionals, doctors, and nurses — in partnership with the University of Pittsburgh
- Funding 95 percent of all hospital-supported research in western Pennsylvania\*

\*Source: Most recently available data from IRS Form 990

PEOPLE IN NEED



ACROSS WESTERN PENNSYLVANIA

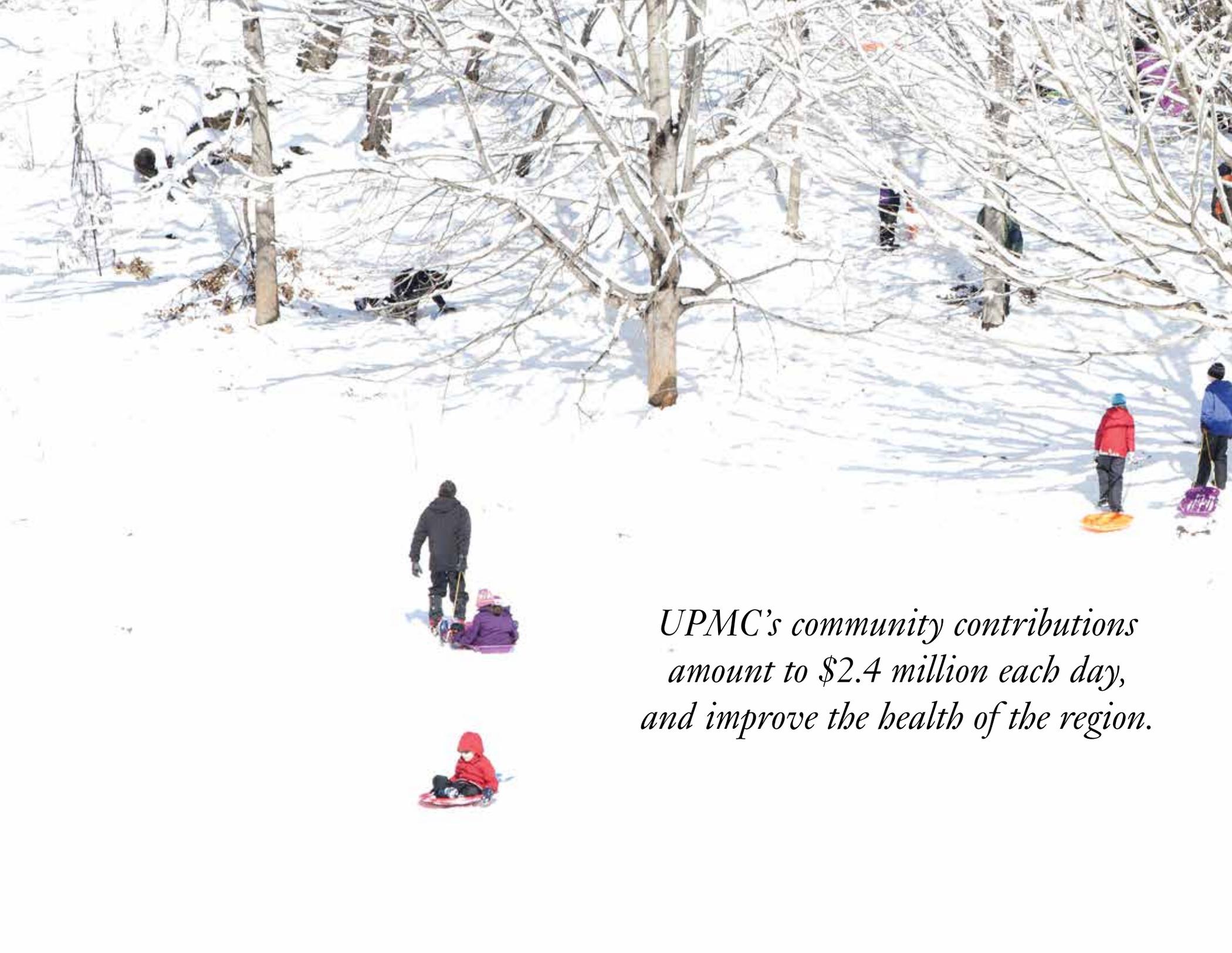


JOBS AND ECONOMY



INNOVATION





*UPMC's community contributions amount to \$2.4 million each day, and improve the health of the region.*



## HELPING SENIORS THRIVE

The Pittsburgh region has one of the most sizable senior populations in the United States. To make their golden years all that they can be, UPMC provides a wide range of services to keep seniors healthy, and help them stay active and live more independently. A national leader and innovator in geriatric care, UPMC takes this expertise into communities to improve lives in caring and compassionate ways.

# 7,225

UPMC FOR LIFE MEDICARE MEMBERS  
USED "HEALTH COACHES" OVER THE PAST YEAR  
TO MANAGE THEIR CHRONIC CONDITIONS

UPMC IS THE  
**One & Only**

WESTERN PENNSYLVANIA  
HOSPITAL RANKED IN GERIATRIC CARE  
BY U.S. NEWS & WORLD REPORT



## THE RIGHT RESOURCES FOR SENIORS

Opened in 2014, the Aging Institute at UPMC McKeesport specializes in connecting seniors, their caregivers, and members of the community throughout the Monongahela Valley with resources they need. Free and open to the public, this new center hosts educational sessions on a variety of health-related topics, and also offers the Aging Institute Help and Referral Line, which is available to all — regardless of location, financial status, or insurance affiliation.



## GIVING CAREGIVERS A HELPING HAND

Nearly one in four adults in the United States delivers long-term care to an older spouse, relative, or friend. UPMC's INSPiRE Program provides caregivers with strategies to care for themselves, and the support they need to take care of loved ones. Meeting in local libraries over a six-week period, the program begins by improving the health of the caregiver through stress reduction and discussion of the emotions that come with making difficult decisions. The second half of the program concentrates on individualized support, as well as in-depth education on dementia, disease progression, dealing with depression, and crisis resolution.



## WHAT MAKES MRS. HOLLOWAY 78 YEARS YOUNG?

Mrs. Holloway loves life — and it shows. If she's not playing piano for her church choir, she's playing for local youth groups. She also cooks nutritious meals for daycare kids in Rankin and Swissvale, and spoils her family with homemade baked goods.

While Mrs. Holloway is one of the most active seniors you'll ever meet, she has been slowed by health issues. Over the past two years, she's had hand, shoulder, and knee surgeries. Remarkably, just two weeks after shoulder surgery, she was back at the piano, doing what she loves.

Mrs. Holloway has been a UPMC patient for nearly 20 years. Through it all, her husband was never worried, especially knowing that their UPMC doctor was in charge of his wife's care. "He always took time to explain everything and let us know what was going on. Whatever problem we have, he sends us to the best."

## THE PLACE WOMEN TURN TO AND TRUST

Led by Magee-Womens Hospital of UPMC, which is ranked among the nation's top 10 hospitals for gynecologic care by *U.S. News & World Report*, UPMC offers expert care in community-based settings for women of every age. UPMC proactively cares for the women of western Pennsylvania, and uses cutting-edge research and technology to address a wide range of health challenges, from obesity prevention to breast cancer.

3 out of 4

ALLEGHENY COUNTY WOMEN WITH INSURANCE  
THROUGH PENNSYLVANIA'S MEDICAL ASSISTANCE PROGRAM  
DELIVER THEIR BABIES AT UPMC HOSPITALS



## ADDRESSING THE MEDICAL AND SOCIAL NEEDS OF CHEMICALLY DEPENDENT WOMEN

Addressing the unique needs of drug-addicted mothers-to-be, Magee-Womens Hospital of UPMC is home to the Pregnancy Recovery Center. One of the first facilities of its kind in the country, the center combines drug treatment with routine prenatal care, where social workers and midwives contribute to a one-stop visit that improves the ability of patients to stick with treatment plans.

## WORLD-CLASS CARE IN RURAL LOCATIONS

In 2014, UPMC continued extending world-class care and expertise to rural areas where many women live. To provide excellent care, close to home, UPMC Northwest works closely with Magee-Womens to deliver advanced obstetric and gynecologic care at its new Titusville location.

This past year, UPMC CancerCenter promoted breast cancer awareness through its participation in the American Cancer Society's Making Strides Against Breast Cancer walks, which were held in Pittsburgh and Erie, as well as in Bedford, Blair, and Washington counties.

*“When women are strong,  
the community is strong.”*



-Jeanette South-Paul, MD



## CARING FOR WOMEN WHERE THEY LIVE

Much more than typical outpatient clinics that treat everyone, Magee Neighborhood Health Centers serve the special needs of women who live in economically challenged areas, and are most at risk of being in poor health. The clinics provide everything from prenatal to gynecologic care, and welcome women at every stage of life.

### GOING WHERE WOMEN GO

Magee Neighborhood Health Centers partner with local churches, beauty salons, and homeless shelters to care for women and promote health education.

### UPMC ALWAYS WORKS TO IMPROVE CARE FOR WOMEN

“Magee-Womens Hospital of UPMC and its outpatient clinic were seeking new models for prenatal care, and were very supportive in bringing that to our community sites,” says Tanya Walter, CNM, Magee Neighborhood Health Centers. One model that emerged from this search is Centering Prenatal Care, a group approach to prenatal care.

“It’s a facilitated group experience where women can share wisdom together. All women benefit from learning from each other, and from experiencing solidarity through the pregnancy and birth experience,” Ms. Walter adds.

Women feel comfortable sharing information in a group setting, and embrace this forum for exchange and education.

## CARING FOR THE VETERANS WHO PROTECTED OUR NATION

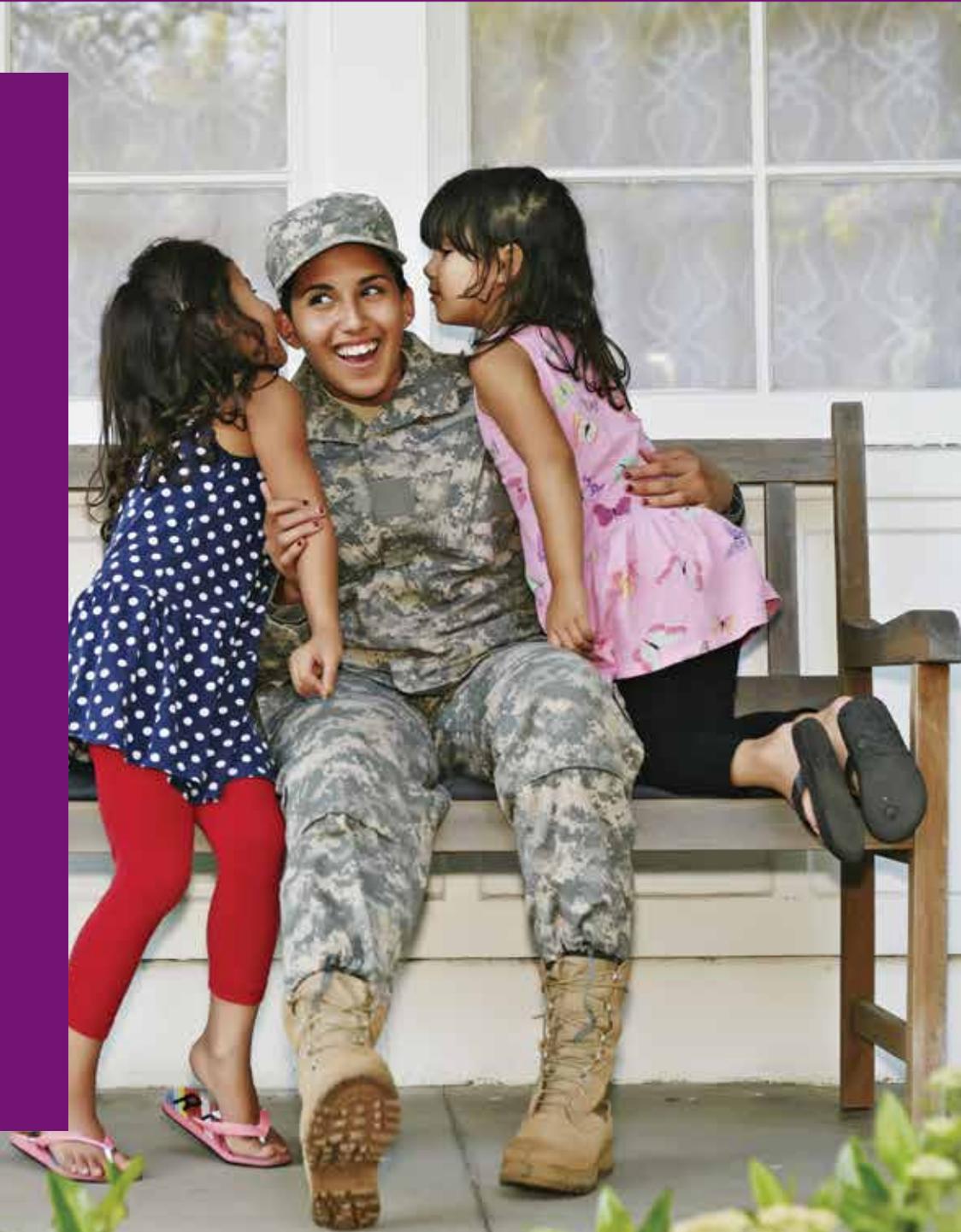
The Pittsburgh region has one of the most sizable veterans populations in the United States. In fact, Allegheny County counts approximately 100,000 veterans among its residents — which includes one of the largest groups of World War II vets. UPMC is committed to improving the health of all those who answered the call to defend this country. It's also dedicated to working with veterans' organizations to promote employment opportunities and provide support services.

MORE THAN

# 1,200

UPMC STAFF MEMBERS

ARE CURRENT OR FORMER  
MEMBERS OF THE ARMED FORCES



## MAKING IT EASIER TO GET HIGH-QUALITY HEALTH CARE

UPMC is the academic partner of the VA Pittsburgh Healthcare System. In the past year, UPMC has assisted the VA in meeting the clinical needs of its patients, easing backlogs, and ensuring that patients receive timely access to care.

- A special 24-hour phone line allows veterans to schedule appointments with UPMC providers.
- UPMC collaborates with other VA hospitals throughout western Pennsylvania — including the Erie VA Medical Center — to help veterans get the care they require.

## BUILDING CAREERS, BUILDING LIVES

UPMC's innovative Military Talent Network assists any veteran interested in employment at UPMC, and links them with mentors who provide coaching and insight on UPMC's employment process. Currently, 125 mentors review resumes, translate military experience, suggest positions, and prepare candidates for the interview process. Since its inception in 2012, the program has assisted more than 800 veterans.

- To increase awareness about job opportunities, UPMC works closely with the Pittsburgh Forum on Veterans Employment and the Hiring Our Heroes job fair.
- UPMC is a member of "Hero Health Hire" and "100,000 Jobs Mission" — national organizations dedicated to helping our nation's wounded veterans find and retain meaningful employment.

## ABOVE AND BEYOND

Since 2013, UPMC has been recognized by the Department of Defense for providing National Guard and Reserve employees with extended health benefits and pay differentials to make up for lost wages during deployment.

## RESTORING FORM AND FUNCTION

UPMC and the University of Pittsburgh research and clinical programs help veterans suffering from debilitating war injuries regain function — and even walk again. For example, researchers at the McGowan Institute for Regenerative Medicine are at the forefront of improving capabilities used to treat wounded warriors. These scientists developed a novel technique in 2014 to strengthen and regenerate damaged leg muscles.

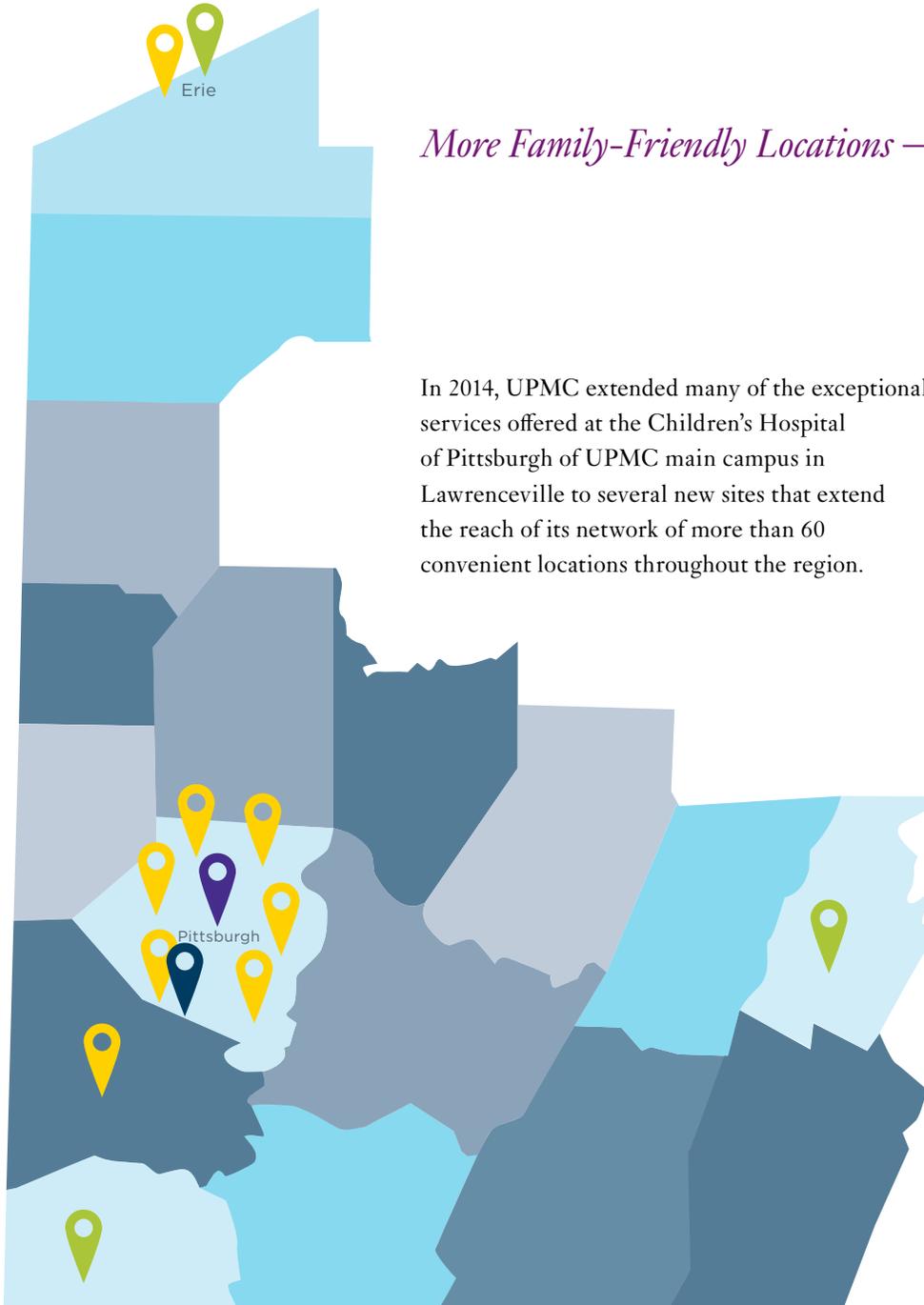
## HELPING CHILDREN GET GREAT STARTS

Children's Hospital of Pittsburgh of UPMC is the place families throughout western Pennsylvania count on for high-quality pediatric care. Recognized as one of the country's top 10 children's hospitals by *U.S. News & World Report*, UPMC is working to create healthier lives — and a brighter future — for kids and families in the region.

# 365,000

INDIVIDUALS RESPONDED TO  
"TAKE CARE AND IMMUNIZE,"  
AN EDUCATIONAL PUBLIC-SERVICE  
CAMPAIGN LAUNCHED THIS YEAR





*More Family-Friendly Locations — Close to Home — Throughout Western Pennsylvania*

In 2014, UPMC extended many of the exceptional services offered at the Children’s Hospital of Pittsburgh of UPMC main campus in Lawrenceville to several new sites that extend the reach of its network of more than 60 convenient locations throughout the region.



**Five New Pediatric Express Care Sites**

- Convenient hours — open evenings and weekends.
- Total of eight locations — the newest in Erie.



**Children’s Comes to South Fayette**

- State-of-the-art specialty services, ranging from asthma treatment and imaging, to surgery and more.
- Southern extension of the Children’s Hospital main campus — joins similarly established locations in the north and east of Pittsburgh.



**New Locations for Children’s Community Pediatrics**

- Now serving families in Blair, Erie, and Greene counties.
- Region’s largest pediatric and adolescent primary care network, with 120 pediatricians at nearly 50 locations.
- Recognized by the American Psychiatric Association for integrating behavioral health interventions into everyday practice.



**Children’s Hospital of Pittsburgh of UPMC**

## TIPPING THE SCALES FOR HEALTHIER CHILDHOODS

Childhood obesity is a rapidly growing concern, both nationally and across the western Pennsylvania region. One-third of students in Allegheny County schools are overweight or obese, and obesity rates for children in kindergarten through the sixth grade exceed national benchmarks. Obesity is also a leading risk factor for many adult chronic conditions, such as heart disease, diabetes, and cancer.

Motivated by findings of its Community Health Needs Assessment conducted in 2013, Children's implemented two new childhood obesity initiatives — one in schools and another in family support centers.

## HEALTHY SCHOOLS ARE HAPPY SCHOOLS

UPMC and Pittsburgh Public Schools have come together as part of a national obesity prevention program to create healthier school environments for students. This initiative supports development of healthy eating habits and greater physical activity.

Currently, 10 Pittsburgh schools participate in the program, which has been embraced by students, parents, and administrators.



*“We at Pittsburgh Public Schools thank Children’s for the support they provide to our many schools, which are seeking local ‘Live Well’ designations, as the development of healthy habits will serve our children throughout their lives.”*

— Linda Lane, EdD,  
Superintendent of  
Pittsburgh Public Schools

### **BRINGING FAMILIES TO THE TABLE**

UPMC promotes healthy eating among families through the UPMC Family Care Connections, a group of family care centers located in economically challenged neighborhoods within Braddock, Lawrenceville, Mount Oliver, Rankin, and Turtle Creek.

In 2014, UPMC provided comprehensive family support and care to 745 children and 482 families in these centers. With a focus on creating a supportive home environment and working together as a family, services include everything from home visits from nurses and parenting education, to school readiness and obesity awareness.



## MAKING NEIGHBORHOODS BETTER PLACES

Good health extends far beyond the doors of UPMC's hospitals, and deep into the communities it serves.

By sharing expertise and resources with the cities and towns it calls home, UPMC supports neighborhood vitality, improves safety, promotes development of green space and parks, and encourages residents to live healthier and more rewarding lives.

# 1<sup>ST</sup>

IN 2014, UPMC WAS RECOGNIZED BY **SUSTAINABLE PITTSBURGH** AS THE FIRST ORGANIZATION TO ACHIEVE ITS CHAMPION LEVEL STATUS

### HELPING NEIGHBORHOOD RESIDENTS FLOURISH

UPMC works with a wide variety of organizations throughout Pittsburgh that do exceptional work. The Brashear Association is one of them. Committed to serving the residents of Pittsburgh's southern neighborhoods since 1917, Brashear maintains the Neighborhood Employment Center, which serves 100 to 200 individuals a month, helps with improvement of computer skills, and assists in the search for employment. In addition, Brashear's Allentown Learning and Engagement Center maintains an after-school program that combines homework assistance with healthy snacks.

### LETTING SENIORS STAY IN THE COMMUNITIES AND HOMES THEY LOVE

UPMC's Living-at-Home program helps seniors stay in their homes and communities longer by providing in-home support and helping link seniors to vital services ranging from home-delivered meals and grocery shopping, to social support and companionship. Building on its success in Pittsburgh's East End, the program now extends to seniors in 22 neighborhoods, including new services in McKeesport, Braddock, and Verona.



### KEEPING RESIDENTS ON THE RUN

UPMC Health Plan became the title sponsor of the Pittsburgh Half Marathon in 2010. By 2014, participation nearly doubled to more than 14,500 finishers in this hugely popular community event that encourages residents to take healthy steps toward becoming more active and fit.



### PROMOTING GREEN SPACE AND GARDENS IN LOCAL NEIGHBORHOODS

UPMC encourages activity in Pittsburgh's neighborhood parks by supporting the Pittsburgh Parks Conservancy and the online application, MyPGH Parks, which helps users explore events and outdoor activities in parks across Pittsburgh. In addition, UPMC affirmed its commitment to healthy eating in 2014 by supporting development of vegetable gardens in local neighborhoods, with the goal of improving access to fresh produce. In Pittsburgh's Garfield neighborhood, UPMC staff volunteered at Kincaid Street Gardens, educated the community about gardening, and taught local kids about the importance of healthy eating.

An aerial photograph of a valley during autumn. The foreground is dominated by a large green field, possibly a golf course or sports field, with a road running through it. To the right, there are several houses and buildings nestled among trees with vibrant yellow and orange foliage. In the background, rolling hills are covered in dense forests with some autumn-colored trees. The sky is clear and bright, suggesting a sunny day.

*Over the last five years, UPMC invested \$2.5 billion in new facilities, equipment, and information technology to make care more convenient and accessible across the region.*



## ASSISTANCE FOR THOSE WHO NEED IT MOST

Patients, health plan members, and the community are at the center of everything UPMC does. As part of the organization's charitable mission, UPMC strives to make sure every patient gets the right care, in the right way, at the right time, every time, regardless of their ability to pay.

# \$346 Million

DEDICATED TO PROVIDE SUPPORT FOR PATIENTS WHO NEED CHARITY CARE OR OTHER FINANCIAL ASSISTANCE

### WEAVING THE SAFETY NET

More than one-third of UPMC's physician practices, primary care outpatient clinics, and family support centers are located in areas where more than 10 percent of residents live in poverty.

Locations include:

- UPMC Matilda H. Theiss Health Center, a federally qualified health center located in Pittsburgh's Upper Hill District.
- Partnering for Health Services, UPMC's clinic for the uninsured in Altoona.
- Children's Hospital of Pittsburgh of UPMC Family Care Connection, with locations in Braddock, Lawrenceville, Mount Oliver, Rankin, and Turtle Creek.
- Magee Neighborhood Health Centers, serving women in Oakland, Mount Oliver, Clairton, Wilkinsburg, Monroeville, and at the Bethlehem Haven shelter.
- UPMC Family Health Centers, located throughout Allegheny County, provide comprehensive care to families and individuals of all ages.



**AFFORDABLE ACCESS TO CARE**

This year, the UPMC *for You* insurance plan provided 260,000 Pennsylvania residents on Medical Assistance with affordable access to exceptional care — an increase of 100,000 new members over the past two years. Available in 40 counties across the Commonwealth, UPMC *for You* offers many personalized features, such as health coaches who help members target effective ways to stay healthier.

**UPMC'S MISSION TO CARE**

UPMC's Patient Financial Services Center proactively helps patients find financial support to cover the costs of their care. Counselors are available in person, by phone, and now through online chat at MyUPMC.com.

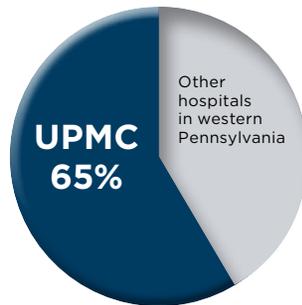
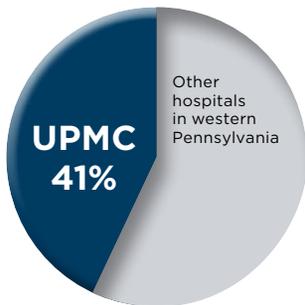


**UPMC PROVIDES A LARGER SHARE OF THE REGION'S CHARITY CARE THAN EXPECTED**

UPMC's financial assistance policy extends free or discounted health care services to families earning up to 400 percent of the federal poverty level — as much as \$95,400 for a family of four in 2014. More than 64,000 community members accessed UPMC's financial assistance program in 2014.

UPMC CARES FOR 41 PERCENT OF PATIENTS IN WESTERN PENNSYLVANIA ...

AND PROVIDES 65 PERCENT OF HOSPITAL CHARITY CARE IN THE REGION.



Source: Most recently available data from IRS Form 990 and Pennsylvania Health Care Cost Containment Council for hospitals in western Pennsylvania's 29-county region.

**A CONSUMER-FRIENDLY APPROACH**

The Patient Financial Services Center can help navigate insurance eligibility options, including the Medical Assistance application process. A specialist assists in completion of all necessary paperwork.

With insurance options becoming more complex, UPMC added capabilities in 2014 to link individuals to Certified Application Counselors who can help them understand, choose, and enroll in products offered on the Health Insurance Exchange.

## REACHING OUT TO PROVIDE CARE ACROSS WESTERN PENNSYLVANIA

There's much more to UPMC than its Pittsburgh hospitals. With more than 500 distinct locations — many in rural areas — the organization is firmly rooted in communities across the region, and committed to making a difference in the lives of residents.

# \$250 Million

THE AMOUNT TO BE INVESTED OVER THE  
NEXT 10 YEARS IN UPMC ALTOONA, WHICH  
JOINED UPMC THIS YEAR



Touching the lives of nearly 2,000 families, the Nurse-Family Partnership® has been serving first-time mothers and their children since 2002 in numerous outlying counties, including Blair, Cambria, Centre, Clearfield, Huntingdon, and Jefferson.



## SOLID FUTURES FOR FAMILIES

### GOING THE DISTANCE

In 2014, nurses from the Nurse-Family Partnership® traveled 183,000 miles to mentor first-time, low-income moms.

### PUTTING FIRST-TIME MOMS FIRST

UPMC is empowering first-time moms to be the best parents and women they can be. Home Nursing Agency Healthcare, a UPMC subsidiary based in Altoona, does this through the Nurse-Family Partnership®, a national evidence-based community health program. This no-cost program pairs moms with nurse home visitors — moms like 17-year-old Mariah.

She was partnered with Lynn Watt, a nurse who prepared her for the delivery of a healthy baby girl — and the future.

According to Mariah, “Whenever Lynn first started to come see me, I wasn’t going to school and didn’t have my life together at all. And now, I have my GED, a job, and my own apartment. Once Adabelle starts school, I am going to study nursing. Lynn truly inspired me, and I hope one day to be as great a nurse as she is!”

### DELIVERING SPECIALTY CARE THROUGH INNOVATIVE TECHNOLOGY

UPMC is leveraging state-of-the-art virtual care capabilities to bring high-quality care to residents of Pennsylvania’s rural communities, where specialty medical care is often limited.

### CONNECTING WITH SPECIALIZED BEHAVIORAL HEALTH CARE

Interactive video links are used to extend the reach of specialists from Western Psychiatric Institute and Clinic of UPMC and UPMC Health Plan’s Community Care Behavioral Health to patients in outlying locations requiring psychiatric care.



### UPMC COLLABORATES TO IMPROVE ERIE’S HEALTH

In 2014, in partnership with the Pennsylvania Department of Community & Economic Development, UPMC committed \$750,000 over the next six years to Erie’s Bayfront East Side Task Force. The money will be used to build housing or underwrite repairs to the homes of low income families, the elderly, and individuals with disabilities.



A woman with dark hair in a ponytail, wearing a white lab coat over a blue patterned shirt, is shown in profile, looking towards the left. She has a small blue earring. In the background, another person is partially visible, also in a lab coat. The setting appears to be a laboratory or medical facility with bright, clean lighting.

*UPMC invested \$345 million in  
2014 to fuel innovation, research, and  
education in western Pennsylvania.*

## JOBS THAT BUILD A PROMISING FUTURE FOR WESTERN PENNSYLVANIA

With more than 60,000 employees, UPMC is the largest nongovernmental employer in Pennsylvania. In many areas of western Pennsylvania — such as in Allegheny, Bedford, Blair, Erie, Mercer, and Venango counties — UPMC is the largest employer, or among the largest in the county.

MORE THAN

# \$25 Billion

UPMC'S ANNUAL IMPACT  
ON THE REGION'S ECONOMY

MORE THAN

# \$100 Million

IN SUPPORT FOR MINORITY- AND  
WOMEN-OWNED COMMUNITY BUSINESSES



### CATCHING THE EYE OF THE YOUNGER GENERATION

In recent years, Pittsburgh has been experiencing “Brain Gain,” through a growing concentration of young, highly educated workers — many of whom are employed by UPMC. According to U.S. Census survey data, since 2009, the local population of college-educated “millennials” has grown by 8.5 percent, outpacing millennial growth in other major metropolitan areas, like Los Angeles, Chicago, and Philadelphia. More than 98,000 individuals moved to the Pittsburgh area in 2013, and more than 70 percent were under the age of 35.

### DEVELOPING PROMISING CAREERS

To bring diversity and opportunity to UPMC’s nursing workforce, the Center for Nursing Excellence and Innovation develops programs to increase recruitment and retention of a diverse nursing workforce throughout the organization’s network of facilities. On the administrative side, UPMC’s career development programs discover top collegiate talent today, and groom bright, promising students into tomorrow’s successful leaders. Programs include the Information Services Division Rotation, the Administrative Fellowship Program, and the Finance Management Rotation program.



## UPMC AND ITS EMPLOYEES PAID MORE THAN \$500 MILLION IN TAXES AND OTHER CONTRIBUTIONS TO LOCAL, STATE, AND FEDERAL GOVERNMENTS IN FISCAL YEAR 2014.

### PAID BY UPMC

**\$120 Million**

Taxes and voluntary contributions

**\$246 Million**

Employer component of federal tax and state unemployment taxes

### PAID BY UPMC EMPLOYEES

**\$167 Million**

Estimated state and local taxes paid by employees

## UPMC GIVES WINGS TO THE PITTSBURGH PROMISE

*“UPMC is an angel investor of The Pittsburgh Promise ... they have contributed \$100 million to a program that upholds the three Ps: preparing, planning, and paying for college.”*

— Saleem Ghubril,  
Executive Director of  
The Pittsburgh Promise

### MORE BRAIN GAIN

The Pittsburgh Promise promotes brain gain — a dedication to keeping the best and brightest students in the region, which helps drive the region’s economic growth through development of a highly educated workforce. To date, more than 5,500 Pittsburgh Public School students have been funded through The Pittsburgh Promise, and more than 1,000 have graduated with a post-secondary education degree. Many Pittsburgh Promise Scholars return and stay in the Pittsburgh area, and contribute to Pittsburgh’s economic vitality through employment at UPMC, local businesses, schools, and community organizations.

### HOW THE PITTSBURGH PROMISE STACKED THE NUMBERS IN CHRIS NORMAN’S FAVOR

Chris Norman has made the most of the \$20,000 he was given for a college education by The Pittsburgh Promise, the scholarship program largely funded by UPMC.

Not content with a single major, he went to Slippery Rock University for five years to earn a bachelor’s degree with majors in accounting, finance, and management. “Think about it — three majors, and only \$10,000 in student loan debt. That’s amazing!” comments Chris.

He also knows where he wants to launch his career. “Working at UPMC would make everything come full circle,” he shares. His dream for the future came true when he was selected for a fellowship in UPMC’s prestigious Finance Management Rotation.

Chris is grateful for the opportunity to stay in Pittsburgh and work for the region’s largest employer. He’s equally grateful to The Pittsburgh Promise for inspiring him to make every opportunity count.





the pittsburgh promise.

## INNOVATIVE RESEARCH TRANSFORMS REAL- LIFE TREATMENTS

Pittsburgh has gained worldwide recognition as a hub of medical innovation and a hotbed of discovery. UPMC, in partnership with the University of Pittsburgh Schools of the Health Sciences, is translating clinical research into cutting edge treatments and making patient-centered advancements available to residents of the region.

# \$457 Million

IN NATIONAL INSTITUTES OF HEALTH  
FUNDING ADVANCES MEDICAL RESEARCH  
AT THE UNIVERSITY OF PITTSBURGH AND UPMC

# 74,000

PATIENTS TREATED ANNUALLY AT UPMC  
CANCERCENTER WITH MANY INNOVATIVE THERAPIES

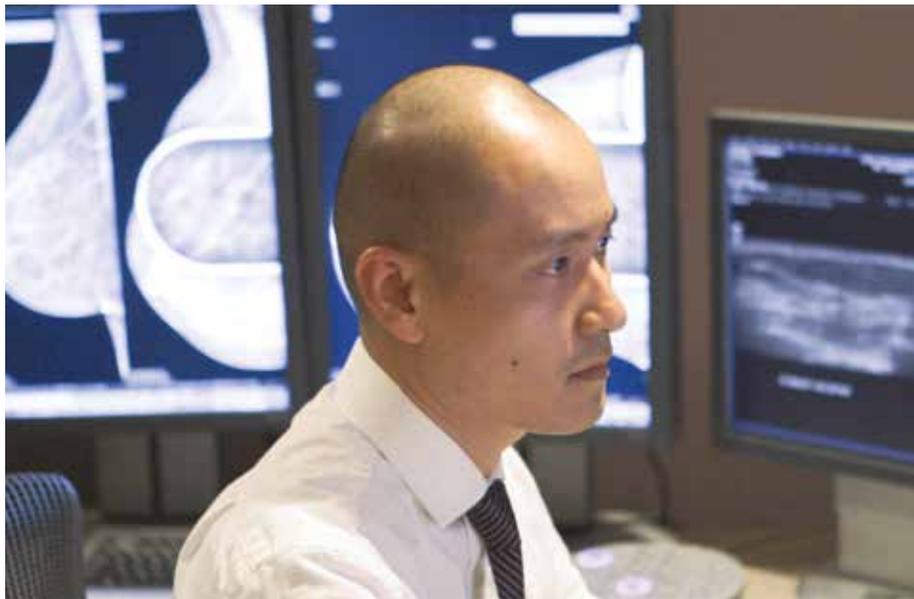
### REDESIGNING COMPASSIONATE CARE

The Beckwith Institute at UPMC encourages improvement in clinical outcomes by bringing patients and providers together as true partners to collaborate on new and better ways to deliver care. In 2014, the institute awarded 19 grants to improve treatment for patients with complex medical conditions, enhance communication at difficult moments, and promote comfort and preserve dignity at the end of life.



### PUTTING CUTTING-EDGE CANCER CARE CLOSE BY

If you're faced with a cancer diagnosis, Pittsburgh is one of the best places to come for treatment. At UPMC CancerCenter, more than 2,000 medical professionals provide care and research in 10 specific areas of cancer, including molecular, biobehavioral, prevention, and therapeutics. In addition, through its academic partnership with the University of Pittsburgh Cancer Institute, UPMC cancer patients can participate in 429 clinical trials that give them early access to the newest and most innovative treatments against cancer.



### USING BRILLIANCE TO COMBAT SICKLE CELL

Sickle cell disease is a blood disorder that disproportionately impacts members of the African-American community. It can cause severe pain and life-threatening infections, and increase the risk of stroke and death. In September 2013, UPMC recruited three internationally recognized experts on the disease to augment the already significant research and treatment capabilities of the UPMC Adult Sickle Cell Disease Program.



### WORKING TO KEEP ATHLETES IN THE GAME

Both young and professional athletes who experience untreated or undiagnosed concussions are at risk for short- and long-term problems. UPMC's internationally recognized Sports Medicine Concussion Program works to reduce debilitating brain injuries through Heads Up Pittsburgh, an effort uniting UPMC Sports Medicine, the Pittsburgh Penguins Foundation, local community colleges, and the Centers for Disease Control and Prevention to raise concussion awareness and promote sports injury prevention among the region's school and amateur athletes. Since 2012, more than 10,000 local athletes received baseline concussion testing, and more than 23,000 were educated to recognize the signs and symptoms of the injury.

# WORKING TOGETHER WITH COMMUNITY PARTNERS

UPMC works with hundreds of community organizations to enhance western Pennsylvania's quality of life. UPMC's community partners include:



## PERSAD CENTER

PERSAD Center is a human service organization whose mission is to improve the well-being of the LGBTQ and the HIV/AIDS communities. Over the past year, UPMC and the University of Pittsburgh collaborated with PERSAD to host Aging and the LGBT Community, a day-long series of workshops on the social and psychological needs of LGBT seniors.



## STANDING FIRM

UPMC backs STANDING FIRM, which educates employers about understanding and combating domestic violence. UPMC also supports Women's Center & Shelter of Greater Pittsburgh, and the Bethlehem Haven shelter for homeless women.



## 100,000 JOBS MISSION

UPMC is a member of 100,000 Jobs Mission, a national organization made up of companies committed to hiring veterans. Since 2011, member companies have hired more than 217,000 veterans in the United States.



## THE BEST OF THE BATCH FOUNDATION

The Best of the Batch Foundation and UPMC collaborate to provide opportunities for 3,000 children in financially challenged communities. Initiatives include back-to-school "Batchpacks," a holiday toy drive, summer basketball and track, and health and wellness programs.



## RAINBOW KITCHEN COMMUNITY SERVICES

For the 10th year, UPMC Health Plan sponsored Walk And Ride (WAR) Against Hunger, with all proceeds going to Homestead's Rainbow Kitchen Community Services.

*“UPMC and its employees contributed more than \$2.2 million to United Way in the past year.”*

— Robert Nelkin  
President and Chief Professional Officer  
United Way of Allegheny County



**ERIE BARBERSHOP**

In 2014, UPMC Hamot and Mercyhurst University partnered with local barbers to create the Erie Barbershop Project, a program to educate African-American men about cancer and encourage colon cancer screening.



**HILL HOUSE ASSOCIATION**

UPMC helps support community programming at the Hill House Association, including senior services, workforce development initiatives, and arts and education.



**ALLEGHENY CONFERENCE ON COMMUNITY DEVELOPMENT**

UPMC supports the Allegheny Conference on Community Development, its Disability Employment Summit, and Hola Pittsburgh, all of which strengthen the quality of life in southwestern Pennsylvania, while growing and sustaining a diverse, qualified local workforce.



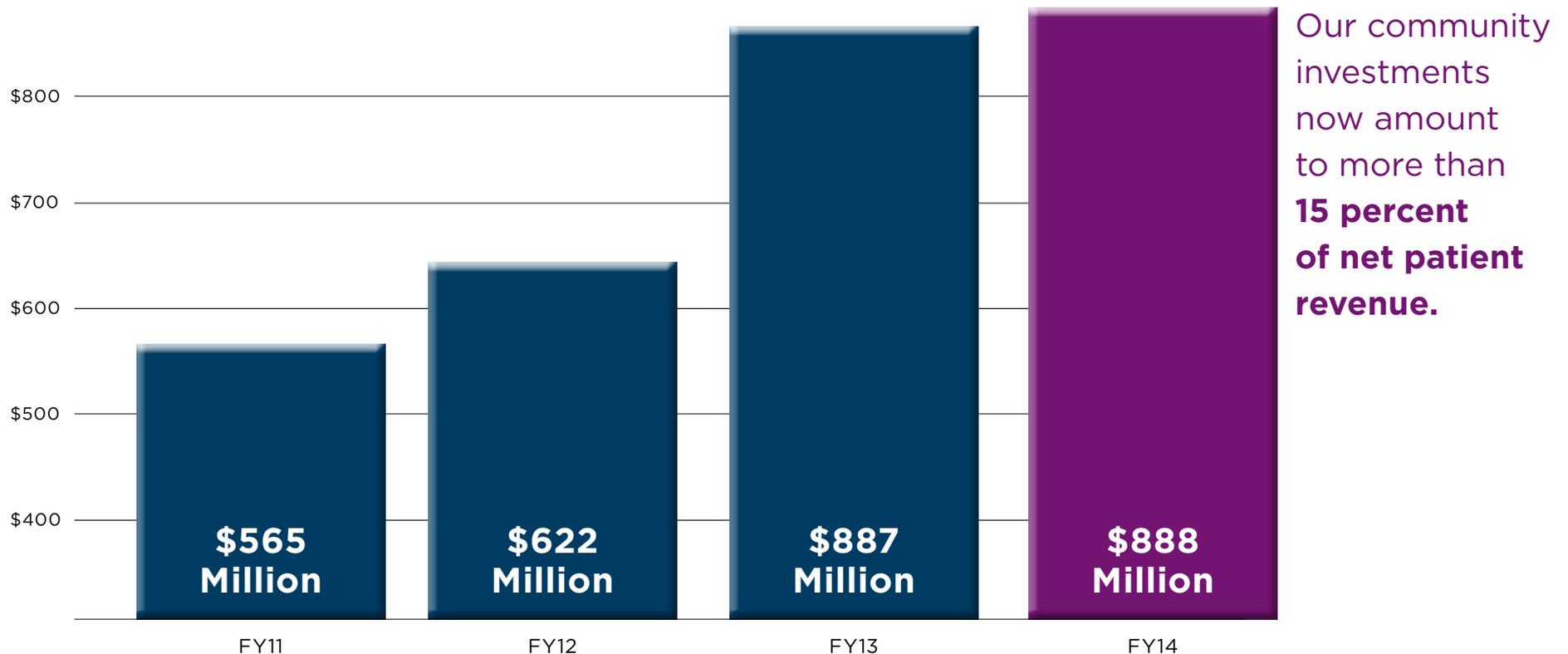
**NAMI**

UPMC annually sponsors the NAMIWalk, which attracts thousands to build awareness and celebrate recovery from mental illness. The event helps the National Alliance on Mental Illness (NAMI) combat stigma and raise funds to support its free programs in the community.

## UPMC COMMUNITY BENEFITS IN WESTERN PENNSYLVANIA ... A SUSTAINED COMMITMENT

UPMC dedicated nearly \$3 billion to community-focused programs and services over the past four years.

### UPMC COMMUNITY INVESTMENT



## UPMC cares for a disproportionate share of the region's most vulnerable

### UPMC'S SHARE OF HOSPITAL CARE (ALLEGHENY COUNTY)

	FY2014
All patients	61%
<b>VULNERABLE NEIGHBORHOODS<sup>1</sup></b>	
Low-income communities	79%
Communities with high unemployment rate	73%
<b>LOW-REIMBURSEMENT PATIENTS</b>	
Medicaid	73%
<b>TRADITIONALLY UNDERSERVED HEALTH CARE NEEDS</b>	
Pediatric care for low-income families	88%
Medicaid obstetrics	74%
Drug and alcohol	74%

UPMC provides more than three-fourths of inpatient care for residents of the 10 poorest neighborhoods in Allegheny County.

Nearly 90 percent of children from low-income families are treated at UPMC.

Source: Pennsylvania Health Care Containment Council  
 (1) Communities defined using top 10 ZIP codes for each characteristic based on U.S. Census

### UPMC'S COMMUNITY BENEFITS (AS DEFINED BY IRS)

(DOLLARS IN MILLIONS)

	FY2011	FY2012	FY2013	FY2014
Charity care and unreimbursed amounts for programs for the poor (at cost)	\$206	\$238	\$268	\$346
Community health programs and contributions	\$93	\$96	\$238	\$197
Research and education	\$266	\$288	\$381	\$345
<b>TOTAL</b>	<b>\$565</b>	<b>\$622</b>	<b>\$887</b>	<b>\$888</b>

## ABOUT UPMC

A world-renowned health care provider and insurer, Pittsburgh-based UPMC is inventing new models of accountable, cost-effective, patient-centered care. It provides more than \$888 million a year in benefits to its communities, including more care to the region's most vulnerable citizens than any other health care institution. The largest nongovernmental employer in Pennsylvania, UPMC integrates more than 60,000 employees, more than 20 hospitals, more than 500 doctors' offices and outpatient sites, a more than 2.5-million-member health insurance division, and international and commercial operations. Affiliated with the University of Pittsburgh Schools of the Health Sciences, UPMC ranks No. 12 in the prestigious *U.S. News & World Report* annual Honor Roll of America's Best Hospitals — and No. 1 in Pennsylvania. For more information, go to [UPMC.com](http://UPMC.com).



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